

SENATE/HOUSE FILE _____
BY (PROPOSED CITIZENS'
AIDE/OMBUDSMAN BILL)

A BILL FOR

1 An Act relating to the title of the office of citizens' aide.
2 BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF IOWA:

1 Section 1. Section 2.12, unnumbered paragraph 4, Code 2013,
2 is amended to read as follows:

3 There is appropriated out of any funds in the state treasury
4 not otherwise appropriated such sums as may be necessary for
5 the fiscal year budgets of the legislative services agency and
6 the ~~citizens'~~ ombudsman office for salaries, support,
7 maintenance, and miscellaneous purposes to carry out their
8 statutory responsibilities. The legislative services agency
9 and the ~~citizens'~~ ombudsman office shall submit their
10 proposed budgets to the legislative council not later than
11 September 1 of each year. The legislative council shall review
12 and approve the proposed budgets not later than December 1 of
13 each year. The budget approved by the legislative council for
14 each of its statutory legislative agencies shall be transmitted
15 by the legislative council to the department of management on
16 or before December 1 of each year for the fiscal year beginning
17 July 1 of the following year. The department of management
18 shall submit the approved budgets received from the legislative
19 council to the governor for inclusion in the governor's
20 proposed budget for the succeeding fiscal year. The approved
21 budgets shall also be submitted to the chairpersons of the
22 committees on appropriations. The committees on appropriations
23 may allocate from the funds appropriated by this section
24 the funds contained in the approved budgets, or such other
25 amounts as specified, pursuant to a concurrent resolution to be
26 approved by both houses of the general assembly. The director
27 of the department of administrative services shall issue
28 warrants for salaries, support, maintenance, and miscellaneous
29 purposes upon requisition by the administrative head of each
30 statutory legislative agency. If the legislative council
31 elects to change the approved budget for a legislative agency
32 prior to July 1, the legislative council shall transmit the
33 amount of the budget revision to the department of management
34 prior to July 1 of the fiscal year, however, if the general
35 assembly approved the budget it cannot be changed except

1 pursuant to a concurrent resolution approved by the general
2 assembly.

3 Sec. 2. Section 2.42, subsection 14, Code 2013, is amended
4 to read as follows:

5 14. To hear and act upon appeals of aggrieved employees of
6 the legislative services agency and the office of the ~~citizens'~~
7 ~~aide~~ ombudsman pursuant to rules of procedure established by
8 the council.

9 Sec. 3. Section 2C.2, Code 2013, is amended to read as
10 follows:

11 **2C.2 Office established.**

12 The office of ~~citizens'~~ ombudsman is established.

13 Sec. 4. Section 2C.3, Code 2013, is amended to read as
14 follows:

15 **2C.3 Appointment — vacancy.**

16 1. The ~~citizens'~~ ombudsman shall be appointed by the
17 legislative council with the approval and confirmation of a
18 constitutional majority of the senate and with the approval
19 and confirmation of a constitutional majority of the house of
20 representatives. The legislative council shall fill a vacancy
21 in this office in the same manner as the original appointment.
22 If the appointment or vacancy occurs while the general assembly
23 is not in session, such appointment shall be reported to the
24 senate and the house of representatives within thirty days of
25 their convening at their next regular session for approval and
26 confirmation.

27 2. The ~~citizens'~~ ombudsman shall employ and supervise
28 all employees under the ~~citizens'~~ ombudsman's direction
29 in such positions and at such salaries as shall be authorized
30 by the legislative council. The legislative council shall hear
31 and act upon appeals of aggrieved employees of the office of
32 the ~~citizens'~~ ombudsman.

33 Sec. 5. Section 2C.4, Code 2013, is amended to read as
34 follows:

35 **2C.4 Citizen of United States and resident of Iowa.**

1 The ~~citizens' aide~~ ombudsman shall be a citizen of the
2 United States and a resident of the state of Iowa, and shall
3 be qualified to analyze problems of law, administration, and
4 public policy.

5 Sec. 6. Section 2C.5, Code 2013, is amended to read as
6 follows:

7 **2C.5 Term — removal.**

8 The ~~citizens' aide~~ ombudsman shall hold office for four
9 years from the first day in July of the year of approval by the
10 senate and the house of representatives, and until a successor
11 is appointed by the legislative council, unless the ~~citizens'~~
12 ~~aide~~ ombudsman can no longer perform the official duties, or
13 is removed from office. The ~~citizens' aide~~ ombudsman may at
14 any time be removed from office by constitutional majority vote
15 of the two houses of the general assembly or as provided by
16 chapter 66. If a vacancy occurs in the office of ~~citizens'~~
17 ~~aide~~ ombudsman, the deputy ~~citizens' aide~~ ombudsman shall act
18 as ~~citizens' aide~~ ombudsman until the vacancy is filled by the
19 legislative council.

20 Sec. 7. Section 2C.6, Code 2013, is amended to read as
21 follows:

22 **2C.6 Deputy — assistant for penal agencies.**

23 1. The ~~citizens' aide~~ ombudsman shall designate one of the
24 members of the staff as the deputy ~~citizens' aide~~ ombudsman,
25 with authority to act as ~~citizens' aide~~ ombudsman when the
26 ~~citizens' aide~~ ombudsman is absent from the state or becomes
27 disabled. The ~~citizens' aide~~ ombudsman may delegate to members
28 of the staff any of the ~~citizens' aide's~~ authority or duties of
29 the office except the duty of formally making recommendations
30 to agencies or reports to the governor or the general assembly.

31 2. The ~~citizens' aide~~ ombudsman shall appoint an assistant
32 who shall be primarily responsible for investigating complaints
33 relating to penal or correctional agencies.

34 Sec. 8. Section 2C.7, unnumbered paragraph 1, Code 2013, is
35 amended to read as follows:

1 Neither the ~~citizens' aide~~ ombudsman nor any member of the
2 staff shall:

3 Sec. 9. Section 2C.8, Code 2013, is amended to read as
4 follows:

5 **2C.8 Closed files.**

6 The ~~citizens' aide~~ ombudsman may maintain secrecy in respect
7 to all matters including the identities of the complainants or
8 witnesses coming before the ~~citizens' aide~~ ombudsman, except
9 that the general assembly, any standing committee of the
10 general assembly or the governor may require disclosure of any
11 matter and shall have complete access to the records and files
12 of the ~~citizens' aide~~ ombudsman. The ~~citizens' aide~~ ombudsman
13 may conduct private hearings.

14 Sec. 10. Section 2C.9, Code 2013, is amended to read as
15 follows:

16 **2C.9 Powers.**

17 The ~~citizens' aide~~ ombudsman may:

18 1. Investigate, on complaint or on the ~~citizens' aide's~~
19 ombudsman's own motion, any administrative action of any
20 agency, without regard to the finality of the administrative
21 action, except that the ~~citizens' aide~~ ombudsman shall not
22 investigate the complaint of an employee of an agency in regard
23 to that employee's employment relationship with the agency
24 except as otherwise provided by this chapter. A communication
25 or receipt of information made pursuant to the powers
26 prescribed in this chapter shall not be considered an ex parte
27 communication as described in the provisions of section 17A.17.

28 2. Investigate, on complaint or on the ~~citizens' aide's~~
29 ombudsman's own motion, any administrative action of any person
30 providing child welfare or juvenile justice services under
31 contract with an agency that is subject to investigation by the
32 ~~citizens' aide~~ ombudsman. The person shall be considered to
33 be an agency for purposes of the ~~citizens' aide's~~ ombudsman's
34 investigation.

35 3. Prescribe the methods by which complaints are to be made,

1 received, and acted upon; determine the scope and manner of
2 investigations to be made; and, subject to the requirements of
3 this chapter, determine the form, frequency, and distribution
4 of the conclusions and recommendations of the ~~citizens' aide~~
5 ombudsman.

6 4. Request and receive from each agency assistance and
7 information as necessary in the performance of the duties of
8 the office. Notwithstanding section 22.7, pursuant to an
9 investigation the ~~citizens' aide~~ ombudsman may examine any and
10 all records and documents of any agency unless its custodian
11 demonstrates that the examination would violate federal
12 law or result in the denial of federal funds to the agency.
13 Confidential documents provided to the ~~citizens' aide~~ ombudsman
14 by other agencies shall continue to maintain their confidential
15 status. The ~~citizens' aide~~ ombudsman is subject to the same
16 policies and penalties regarding the confidentiality of the
17 document as an employee of the agency. The ~~citizens' aide~~
18 ombudsman may enter and inspect premises within any agency's
19 control and may observe proceedings and attend hearings, with
20 the consent of the interested party, including those held under
21 a provision of confidentiality, conducted by any agency unless
22 the agency demonstrates that the attendance or observation
23 would violate federal law or result in the denial of federal
24 funds to that agency. This subsection does not permit the
25 examination of records or access to hearings and proceedings
26 which are the work product of an attorney under section 22.7,
27 subsection 4, or which are privileged communications under
28 section 622.10.

29 5. Issue a subpoena to compel any person to appear, give
30 sworn testimony, or produce documentary or other evidence
31 relevant to a matter under inquiry. The ~~citizens' aide~~
32 ombudsman, deputies, and assistants of the ~~citizens' aide~~
33 ombudsman may administer oaths to persons giving testimony
34 before them. If a witness either fails or refuses to obey
35 a subpoena issued by the ~~citizens' aide~~ ombudsman, the

1 ~~citizens'~~ aide ombudsman may petition the district court having
2 jurisdiction for an order directing obedience to the subpoena.
3 If the court finds that the subpoena should be obeyed, it shall
4 enter an order requiring obedience to the subpoena, and refusal
5 to obey the court order is subject to punishment for contempt.

6 6. Establish rules relating to the operation, organization,
7 and procedure of the office of the ~~citizens'~~ aide ombudsman.
8 The rules are exempt from chapter 17A and shall be published in
9 the Iowa administrative code.

10 Sec. 11. Section 2C.10, Code 2013, is amended to read as
11 follows:

12 **2C.10 No charge for services.**

13 ~~No~~ A monetary charge or other charge shall not be levied upon
14 any person as a prerequisite to presentation of a complaint to
15 the ~~citizens'~~ aide ombudsman.

16 Sec. 12. Section 2C.11, Code 2013, is amended to read as
17 follows:

18 **2C.11 Subjects for investigations.**

19 1. An appropriate subject for investigation by the office of
20 the ~~citizens'~~ aide ombudsman is an administrative action that
21 might be:

22 a. Contrary to law or regulation.

23 b. Unreasonable, unfair, oppressive, or inconsistent with
24 the general course of an agency's functioning, even though in
25 accordance with law.

26 c. Based on a mistake of law or arbitrary in ascertainties
27 of fact.

28 d. Based on improper motivation or irrelevant consideration.

29 e. Unaccompanied by an adequate statement of reasons.

30 2. The ~~citizens'~~ aide ombudsman may also be concerned with
31 strengthening procedures and practices which lessen the risk
32 that objectionable administrative actions will occur.

33 Sec. 13. Section 2C.11A, Code 2013, is amended to read as
34 follows:

35 **2C.11A Subjects for investigations — disclosures of**

1 information.

2 The office of ~~citizens' aide~~ ombudsman shall investigate
3 a complaint filed by an employee who is not a merit system
4 employee or an employee covered by a collective bargaining
5 agreement and who alleges that adverse employment action has
6 been taken against the employee in violation of section 70A.28,
7 subsection 2. A complaint filed pursuant to this section shall
8 be made within thirty calendar days following the effective
9 date of the adverse employment action. The ~~citizens' aide~~
10 ombudsman shall investigate the matter and shall issue findings
11 relative to the complaint in an expeditious manner.

12 Sec. 14. Section 2C.12, Code 2013, is amended to read as
13 follows:

14 **2C.12 Complaints investigated.**

15 1. The ~~citizens' aide~~ ombudsman may receive a complaint from
16 any source concerning an administrative action. The ~~citizens'~~
17 ~~aide~~ ombudsman shall conduct a suitable investigation into the
18 administrative actions complained of unless the ~~citizens' aide~~
19 ombudsman finds substantiating facts that:

20 a. The complainant has available another remedy or channel
21 of complaint which the complainant could reasonably be expected
22 to use.

23 b. The grievance pertains to a matter outside the ~~citizens'~~
24 ~~aide~~ ombudsman's power.

25 c. The complainant has no substantive or procedural interest
26 which is directly affected by the matter complained about.

27 d. The complaint is trivial, frivolous, vexatious, or not
28 made in good faith.

29 e. Other complaints are more worthy of attention.

30 f. The ~~citizens' aide~~ ombudsman's resources are insufficient
31 for adequate investigation.

32 g. The complaint has been delayed too long to justify
33 present examination of its merit.

34 2. The ~~citizens' aide~~ ombudsman may decline to investigate
35 a complaint, but shall not be prohibited from inquiring into

1 the matter complained about or into related problems at some
2 future time.

3 Sec. 15. Section 2C.13, Code 2013, is amended to read as
4 follows:

5 **2C.13 No investigation — notice to complainant.**

6 If the ~~citizens' aide~~ ombudsman decides not to investigate,
7 the complainant shall be informed of the reasons for
8 the decision. If the ~~citizens' aide~~ ombudsman decides
9 to investigate, the complainant and the agency shall be
10 notified of the decision. After completing consideration
11 of a complaint, whether or not it has been investigated,
12 the ~~citizens' aide~~ ombudsman shall without delay inform the
13 complainant of the fact, and if appropriate, shall inform the
14 agency involved. The ~~citizens' aide~~ ombudsman shall on request
15 of the complainant, and as appropriate, report the status of
16 the investigation to the complainant.

17 Sec. 16. Section 2C.14, Code 2013, is amended to read as
18 follows:

19 **2C.14 Institutionalized complainants.**

20 A letter to the ~~citizens' aide~~ ombudsman from a person in
21 a correctional institution, a hospital, or other institution
22 under the control of an agency shall be immediately forwarded,
23 unopened, to the ~~citizens' aide~~ ombudsman by the institution
24 where the writer of the letter is a resident. A letter from the
25 ~~citizens' aide~~ ombudsman to such a person shall be immediately
26 delivered, unopened, to the person.

27 Sec. 17. Section 2C.15, Code 2013, is amended to read as
28 follows:

29 **2C.15 Reports critical of agency or officer.**

30 Before announcing a conclusion or recommendation that
31 criticizes an agency or any officer or employee, the ~~citizens'~~
32 ~~aide~~ ombudsman shall consult with that agency, officer, or
33 employee, and shall attach to every report sent or made under
34 the provisions of this chapter a copy of any unedited comments
35 made by or on behalf of the officer, employee, or agency.

1 Sec. 18. Section 2C.16, Code 2013, is amended to read as
2 follows:

3 **2C.16 Recommendations to agency.**

4 1. The ~~citizens'~~aide ombudsman shall state recommendations
5 to an agency, if, after having considered a complaint and
6 whatever material the ~~citizens'~~ombudsman deems pertinent,
7 the ~~citizens'~~ombudsman finds substantiating facts for any
8 of the following:

- 9 a. A matter should be further considered by the agency.
10 b. An administrative action should be modified or canceled.
11 c. A rule on which an administrative action is based should
12 be altered.
13 d. Reasons should be given for an administrative action.
14 e. Any other action should be taken by the agency.

15 2. If the ~~citizens'~~ombudsman requests, the agency
16 shall, within twenty working days notify the ~~citizens'~~aide
17 ombudsman of any action taken on the recommendations or the
18 reasons for not complying with them.

19 3. If the ~~citizens'~~ombudsman believes that an
20 administrative action has occurred because of laws of which
21 results are unfair or otherwise objectionable, the ~~citizens'~~
22 aide ombudsman shall notify the general assembly concerning
23 desirable statutory change.

24 Sec. 19. Section 2C.17, Code 2013, is amended to read as
25 follows:

26 **2C.17 Publication of conclusions.**

27 1. The ~~citizens'~~ombudsman may publish the
28 conclusions, recommendations, and suggestions and transmit
29 them to the governor or the general assembly or any of its
30 committees. When publishing an opinion adverse to an agency or
31 official the ~~citizens'~~ombudsman shall, unless excused by
32 the agency or official affected, include with the opinion any
33 unedited reply made by the agency.

34 2. Any conclusions, recommendations, and suggestions so
35 published may at the same time be made available to the news

1 media or others who may be concerned.

2 Sec. 20. Section 2C.18, Code 2013, is amended to read as
3 follows:

4 **2C.18 Report to general assembly.**

5 The ~~citizens'~~aide ombudsman shall by April 1 of each year
6 submit an economically designed and reproduced report to the
7 general assembly and to the governor concerning the exercise
8 of the ~~citizens'~~ombudsman functions during the preceding
9 calendar year. In discussing matters with which the ~~citizens'~~
10 aide ombudsman has been concerned, the ~~citizens'~~ombudsman
11 shall not identify specific persons if to do so would cause
12 needless hardship. If the annual report criticizes a named
13 agency or official, it shall also include unedited replies made
14 by the agency or official to the criticism, unless excused by
15 the agency or official affected.

16 Sec. 21. Section 2C.19, Code 2013, is amended to read as
17 follows:

18 **2C.19 Disciplinary action recommended.**

19 If the ~~citizens'~~ombudsman believes that any public
20 official, employee or other person has acted in a manner
21 warranting criminal or disciplinary proceedings, the ~~citizens'~~
22 aide ombudsman shall refer the matter to the appropriate
23 authorities.

24 Sec. 22. Section 2C.20, Code 2013, is amended to read as
25 follows:

26 **2C.20 Immunities.**

27 No civil action, except removal from office as provided
28 in chapter 66, or proceeding shall be commenced against the
29 ~~citizens'~~ombudsman or any member of the staff for any
30 act or omission performed pursuant to the provisions of this
31 chapter unless the act or omission is actuated by malice or
32 is grossly negligent, nor shall the ~~citizens'~~ombudsman
33 or any member of the staff be compelled to testify in any
34 court with respect to any matter involving the exercise of the
35 ~~citizens'~~ombudsman's official duties except as may be

1 necessary to enforce the provisions of this chapter.

2 Sec. 23. Section 2C.21, Code 2013, is amended to read as
3 follows:

4 **2C.21 Witnesses.**

5 A person required by the ~~citizens' aide~~ ombudsman to provide
6 information shall be paid the same fees and travel allowances
7 as are extended to witnesses whose attendance has been required
8 in the district courts of this state. Officers and employees
9 of an agency shall not be entitled to such fees and allowances.
10 A person who, with or without service of compulsory process,
11 provides oral or documentary information requested by the
12 ~~citizens' aide~~ ombudsman shall be accorded the same privileges
13 and immunities as are extended to witnesses in the courts of
14 this state, and shall also be entitled to be accompanied and
15 advised by counsel while being questioned.

16 Sec. 24. Section 2C.22, Code 2013, is amended to read as
17 follows:

18 **2C.22 Penalties.**

19 A person who willfully obstructs or hinders the lawful
20 actions of the ~~citizens' aide~~ ombudsman or the ~~citizens' aide's~~
21 ombudsman's staff, or who willfully misleads or attempts to
22 mislead the ~~citizens' aide~~ ombudsman in the ~~citizens' aide's~~
23 ombudsman's inquiries, shall be guilty of a simple misdemeanor.

24 Sec. 25. Section 2C.23, Code 2013, is amended to read as
25 follows:

26 **2C.23 Citation.**

27 This chapter shall be known and may be cited as the "*Iowa*
28 *~~Citizens' Aide~~ Ombudsman Act*".

29 Sec. 26. Section 8F.3, subsection 1, paragraph d, Code 2013,
30 is amended to read as follows:

31 d. Information regarding any policies adopted by the
32 governing body of the recipient entity that prohibit taking
33 adverse employment action against employees of the recipient
34 entity who disclose information about a service contract to
35 the oversight agency, the auditor of state, the office of the

1 attorney general, or the office of ~~citizens' aide~~ ombudsman and
2 that state whether those policies are substantially similar
3 to the protection provided to state employees under section
4 70A.28. The information provided shall state whether employees
5 of the recipient entity are informed on a regular basis of
6 their rights to disclose information to the oversight agency,
7 the office of ~~citizens' aide~~ ombudsman, the auditor of state,
8 or the office of the attorney general and the telephone numbers
9 of those organizations.

10 Sec. 27. Section 23A.4, Code 2013, is amended to read as
11 follows:

12 **23A.4 Relief for aggrieved persons.**

13 1. Any aggrieved person may, after pursuing remedies
14 offered by chapter 17A, seek injunctive relief for violations
15 of this chapter by filing an action in the district court for
16 the county in which the aggrieved business is located.

17 2. A state agency or political subdivision found to be in
18 violation of this chapter shall be assessed and shall pay to
19 the aggrieved person fees and other expenses, as defined in
20 section 625.28.

21 3. Chapter 17A and this section are the exclusive remedy
22 for violations of this chapter. However, the office of the
23 ~~citizens' aide~~ ombudsman may review violations of this chapter
24 and make recommendations as provided in chapter 2C.

25 Sec. 28. Section 70A.28, subsections 2, 6, and 8, Code 2013,
26 are amended to read as follows:

27 2. A person shall not discharge an employee from or take
28 or fail to take action regarding an employee's appointment or
29 proposed appointment to, promotion or proposed promotion to,
30 or any advantage in, a position in a state employment system
31 administered by, or subject to approval of, a state agency as a
32 reprisal for a failure by that employee to inform the person
33 that the employee made a disclosure of information permitted
34 by this section, or for a disclosure of any information by
35 that employee to a member or employee of the general assembly,

1 a disclosure of information to the office of ~~citizens' aide~~
2 ombudsman, or a disclosure of information to any other public
3 official or law enforcement agency if the employee reasonably
4 believes the information evidences a violation of law or rule,
5 mismanagement, a gross abuse of funds, an abuse of authority,
6 or a substantial and specific danger to public health or
7 safety. However, an employee may be required to inform the
8 person that the employee made a disclosure of information
9 permitted by this section if the employee represented that
10 the disclosure was the official position of the employee's
11 immediate supervisor or employer.

12 6. Subsection 2 may also be enforced by an employee through
13 an administrative action pursuant to the requirements of this
14 subsection if the employee is not a merit system employee or
15 an employee covered by a collective bargaining agreement. An
16 employee eligible to pursue an administrative action pursuant
17 to this subsection who is discharged, suspended, demoted,
18 or otherwise receives a reduction in pay and who believes
19 the adverse employment action was taken as a result of the
20 employee's disclosure of information that was authorized
21 pursuant to subsection 2, may file an appeal of the adverse
22 employment action with the public employment relations
23 board within thirty calendar days following the later of the
24 effective date of the action or the date a finding is issued
25 to the employee by the office of the ~~citizens' aide~~ ombudsman
26 pursuant to section 2C.11A. The findings issued by the
27 ~~citizens' aide~~ ombudsman may be introduced as evidence before
28 the public employment relations board. The employee has the
29 right to a hearing closed to the public, but may request a
30 public hearing. The hearing shall otherwise be conducted in
31 accordance with the rules of the public employment relations
32 board and the Iowa administrative procedure Act, chapter 17A.
33 If the public employment relations board finds that the action
34 taken in regard to the employee was in violation of subsection
35 2, the employee may be reinstated without loss of pay or

1 benefits for the elapsed period, or the public employment
2 relations board may provide other appropriate remedies.
3 Decisions by the public employment relations board constitute
4 final agency action.

5 8. The director of the department of administrative
6 services or, for employees of the general assembly or of the
7 state board of regents, the legislative council or the state
8 board of regents, respectively, shall provide procedures for
9 notifying new state employees of the provisions of this section
10 and shall periodically conduct promotional campaigns to provide
11 similar information to state employees. The information shall
12 include the toll-free telephone number of the ~~citizens' aide~~
13 ombudsman.

14 Sec. 29. Section 217.3A, subsection 3, paragraph a,
15 subparagraph (1), Code 2013, is amended to read as follows:

16 (1) Members of the advisory committee shall include at least
17 one district judge and representatives of custodial parent
18 groups, noncustodial parent groups, the general assembly,
19 the office of ~~citizens' aide~~ ombudsman, the Iowa state bar
20 association, the Iowa county attorneys association, and
21 other constituencies which have an interest in child support
22 enforcement issues, appointed by the respective entity.

23 Sec. 30. Section 236.16, subsection 1, paragraph c, Code
24 2013, is amended to read as follows:

25 c. Designate and award moneys for publicizing and staffing
26 a statewide, toll-free telephone hotline for use by victims
27 of domestic abuse. The department may award a grant to a
28 public agency or a private, nonprofit organization for the
29 purpose of operating the hotline. The operation of the
30 hotline shall include informing victims of their rights and
31 of various community services that are available, referring
32 victims to service providers, receiving complaints concerning
33 misconduct by peace officers and encouraging victims to refer
34 such complaints to the office of ~~citizens' aide~~ ombudsman,
35 providing counseling services to victims over the telephone,

1 and providing domestic abuse victim advocacy.

2 EXPLANATION

3 This bill changes the title of the office of citizens' aide
4 to the office of ombudsman. The office is established in Code
5 chapter 2C.